

THE STAR★NEWS

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LETTERS FROM READERS

Filner staff broke INS gridlock

I would like to note the recent assistance that our Chula Vista-based business received from Congressman Bob Filner's staff in breaking a bureaucratic gridlock with the Immigration and Naturalization Service.

We have been engaged with the INS in an issue of vital importance to our business in Chula Vista since late 2009. Our efforts had been met with stereotypical bureaucracy and when we attempted to resolve the problem, we found that INS employees were practically downright hostile and obstinate.

We outlined a chronological timeline of our efforts and submitted them to Congressman Filner's office and requested their assistance.

Within 24 hours of making contact with Filner's office, staff member Manny Doria was able to break the bottleneck and get the resolution that was needed.

Privacy issues prevent me from disclosing the exact nature of our problem, but it did impact our ability to remain a viable business and employer in the Chula Vista area. This experience was very enlightening to

me because I've never needed to correspond with a congressional delegate and was apprehensive about their ability to assist us. It has been my experience that many politicians talk about their commitment to their constituents and district and I was somewhat reticent to request help thinking that my request may go the same way as our dealings with the INS.

I don't have experience with other politicians to draw from, but can tell you that this one time that I reached out in a last ditch call for help, my call was answered and my problem was resolved much faster than I realized it could be.

I would like to take this opportunity to publicly extend my gratitude to Congressman Filner and his staff for their responsiveness and commitment to assist a local business in need.

WARREN R. CARTER
Chula Vista